

## Job Description and Person Specification

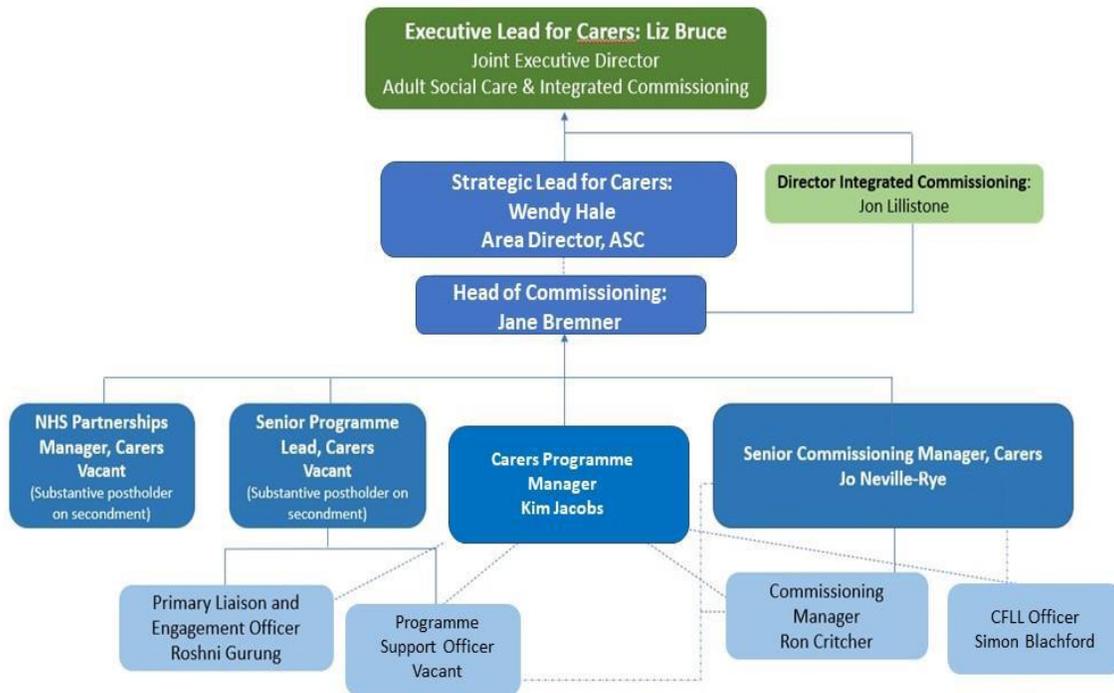
**Job Title:** Joint Carers Programme Support Officer

**Band:** 4

**Location:** Home-based, with regular travel across Surrey

**Accountable to:** Joint Carers Programme Manager

**Responsible for:** N/A



## **1. Job Summary**

This is a joint health and social care role within the Surrey Heartlands Integrated Care System, on behalf of the Surrey Heartlands ICB and Surrey County Council. It is sited in the Joint Carers Team (Surrey Heartlands and SCC) whose primary function is to improve the lives of unpaid carers in Surrey. The team operates in line with the business processes required for Surrey County Council and the Integrated Care Systems that support the residents of Surrey and has a direct role to represent carers' interests in the Place-based Partnerships.

The Joint Carers Programme Officer is responsible for providing robust programme support for the Carers Team to ensure that the work programme is progressed successfully, and in response to milestones. The Carers Team's work programme is rooted in the development of carer-friendly practice across Surrey, ensuring that health and social care deliver on statutory duties and responsibilities for unpaid carers in-line with the vision, values and priorities set out in the Surrey (Adult) Carers Strategy and Young Carers Strategy.

The role will provide project support to a range of workstreams with reach across the system, and as such will work with a broad network of partners and stakeholders, including carers, commissioners and providers, carer support providers, and the voluntary sector. S/he will have a significant level of autonomy and will input into decision making. A significant part of the role is liaising with a range of colleagues across the health and social care system to support the successful delivery of the Carers Programme.

The post is suitable for someone with significant business support experience and a working knowledge of programme management. They will have experience of working within a political environment, ideally in health and/or social care.

## **2. Key Working Relationships**

Key relationships include but are not limited to:

- Unpaid carers, of all ages
- Surrey County Council (SCC) Adult Social Care Area Director Lead for Carers
- Surrey Independent Carers Lead and Carers Lay Chair
- Carer support and service providers
- Surrey Heartlands Executive Lead for Carers
- Children's Health and Wellbeing Commissioning Team
- Frimley Integrated Care System Carer Leads
- Placed-based Partnership leads
- Primary Care Network (PCN) leads
- NHS England (including the Commitment to Carers Team)

- Healthwatch
- National carer organisations, such as Carers UK and Carers Trust.

### **3. Key Responsibilities**

Under the leadership of the Programme Manager, to:

- i. Develop and maintain a robust action and outcome focused Joint Carers Programme Delivery Plan which draws together the different elements of the programme and commitments made in the Carers Strategies, reflecting priorities and incorporating milestones.
- ii. Develop and maintain a robust communication and engagement plan and risk register.
- iii. Providing the secretariat for the rolling programme of Carers Programme governance meetings.
- iv. To support the timely formal reporting to the Governance bodies across the system (for example: the Health and Wellbeing Board, CIC, ICBs, ICPs, Place-based Partnerships, PCNs) regarding expenditure and performance.
- v. To provide support to a range of events delivered by the Joint Carers Programme Plan. This will include effective communication and promotion of events (advertisement, signup processes, attendance management), collating evaluation and feedback from the events and drafting the reports of the events.
- vi. To support the Carers team in producing a quarterly newsletter, producing and collating articles from internal and external stakeholders that include key information and promoting awareness days and Carers Week and which relates to carers.
- vii. Supporting the preparation of presentations for both local and national audiences, sharing the work of the Joint Carers Programme.
- viii. Provide a high-quality service for all internal and external stakeholders, acting as the initial point of contact for enquiries, communicating in a professional manner.

#### **3.1 Planning and organisation**

- Administrative support for Carers Programme governance, e.g., Surrey Carers Partnership Board and its sub-committees, Surrey Joint Carers Commissioning Group and other formal meetings as may be required. This will include attending pre-meets for these, preparing agendas, collation and dissemination of papers, concise minute taking and maintaining and updating action logs.
- Support the Carers Team to deliver projects, initiatives and services to time and in a cost-effective way, drafting project plans, business cases and option appraisals.

- Lead the strategic development of designated projects, including formulating and adjusting plans, monitoring progress, and facilitating project delivery. These might include the Carer Action Groups at place level and the Acute Hospitals Carers Action/Steering Groups.
- Source and obtain information to inform projects within the Carers Programme. Liaise between information services, service areas and support services to identify methods of recording information and available information which can be extracted.
- Communicate information, risks, and issues, including briefings and reports within the Carers Team to support their proactively management.
- Support the coordination of training and recruitment activity across the team.
- Ensure that a full suite of information and resources that support the Joint Carers Programme is kept up to date and easily accessible.
- Use own initiative to prioritise workload, ensuring tasks are delivered in a timely manner.

### **3.2 Partnership working and engagement**

- Ensure that the core strategic information for and about carers is of high quality and readily accessible (including online resources), and that this material is kept up to date,
- Receive, handle, and forward as necessary incoming and outgoing communications.
- Work with the communication and engagement teams within Surrey Heartlands and Surrey County Council to ensure the effective delivery of the Carers Team's Communications and Engagement plan within wider Communication plans for the system.
- Support the Commissioning Officers in the Carers Team in the smooth operation of an innovation/small grants fund that addresses unmet need and might in doing so trial innovative approaches.
- Support the design and delivery of co-production and engagement initiatives with unpaid carers and families across Surrey.
- Create and maintain a stakeholder database to support effective communication across the system.
- Support collaborative working with a range of stakeholders across the local health and social care economy.
- Support and take a lead role in coordinating public relations and marketing activities.

### **3.3 Policy and practice development**

- To support the identification and sharing of best practice through engagement and by establishing and maintaining networks.

### **3.4 Governance and assurance**

- Gather, analyse, interpret and report quantitative and qualitative data against project objectives and key performance indicators.
- Actively support production of accurate, informative, and timely performance reports that meet departmental, corporate, partnership, and government requirements.
- To contribute to the delivery of statutory returns and local performance indicator targets providing timely data and intelligence.
- Assist with timely responses to Freedom of Information requests.

### **3.5 Research and development**

- Maintain knowledge of best practice regarding programme management to inform the delivery of the Carers Strategy and programme.
- Maintain knowledge, highlighting for the team any new research in relation to carer needs and carer experience.
- Establish processes for sharing learning and outcomes.

**Person Specification – Joint Carers Programme Support Officer**

The following information should be evidenced in the candidate’s application for the role.

Factors	Essential Criteria	Desirable Criteria
<p><b>Values and behaviours</b></p>	<ul style="list-style-type: none"> <li>• Ability to demonstrate and live by the Surrey Heartlands values and behaviours. Surrey Heartlands partners have signed up to the following values which underpin everything we do and how we work:               <ul style="list-style-type: none"> <li>○ Trust</li> <li>○ Selflessness</li> <li>○ Respect</li> </ul> </li>   <li>The behaviours are things people will see and experience as we live our values. They include:               <ul style="list-style-type: none"> <li>○ Trusting each other’s positive intent</li> <li>○ Working as one team for the people of Surrey Heartlands</li> <li>○ Valuing the contribution of each partner</li> <li>○ Sharing and learning together</li> </ul> </li> </ul>	
<p><b>Qualifications and training</b></p>	<ul style="list-style-type: none"> <li>• Educated to ‘A’ level standard or significant experience of working at a similar level in a relevant area</li> <li>• Evidence of relevant continues professional development</li> </ul>	<ul style="list-style-type: none"> <li>• Qualification in health and social care (NVQ)</li> <li>• Qualification in Project Management</li> </ul>
<p><b>Experience</b></p>	<ul style="list-style-type: none"> <li>• Experience in a health and social care environment</li> <li>• Experience of managing projects</li> <li>• Experience in organising and delivering public engagement initiatives</li> <li>• Track record of engaging and working with a range of stakeholders, including health and social care providers, and community specialist groups</li> <li>• Administrative experience, including management of meetings and events</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of operating in politically sensitive environment</li> <li>• Experience of managing risks and issues</li> <li>• Experience of working in an integrated health and social care environment</li> </ul>

<p><b>Knowledge and skills</b></p>	<ul style="list-style-type: none"> <li>• Working knowledge of project management principles, techniques and tools</li> <li>• Ability to manage challenging and competing deadlines</li> <li>• Good interpersonal and networking skills</li> <li>• Good presentation skills to a range of audiences</li> <li>• Ability to analyse data, identify key information and trends, and disseminating information in an easily accessible way</li> <li>• Ability to manage own workload, working to tight and often changing timescales</li> <li>• Able to handle sensitive and confidential data and to recognise the need for confidentiality</li> <li>• Able to identify the need to escalate concerns to appropriate personnel</li> <li>• Effective use of Microsoft Office products</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of legislation and best practice in relation to carers</li> <li>• Knowledge of key issues affecting carers</li> <li>• Experience of promoting equity of access and provision of support</li> <li>• Understanding of issues for the Voluntary/Community Sector</li> </ul>
<p><b>Personal attributes</b></p>	<ul style="list-style-type: none"> <li>• Keeps the carer at the centre of the planning and execution of service</li> <li>• Proactive, takes own initiative</li> <li>• Ability to work as part of a team</li> <li>• Ability to work independently and prioritise a demanding workload</li> <li>• Flexible, responsive approach</li> <li>• Sympathetic/empathetic approach, using tact and diplomacy</li> <li>• Able to listen and be objective; non-judgemental</li> <li>• Ability to build effective relationships in a complex environment</li> <li>• Ability to relate to people at all levels, and to deal with senior colleagues and a range of external stakeholders with confidence</li> </ul>	
<p><b>Other relevant requirements</b></p>	<ul style="list-style-type: none"> <li>• Available to travel and work across Surrey</li> <li>• An enhanced DBS will be required</li> </ul>	

*This job description is a broad reflection of current duties, but it is not exhaustive. It will be regularly reviewed to reflect priorities and developments during the on-going appraisal and performance review process.*

**Produced:** June 2022 (staffing structure updated March 2023)

## Safer Recruitment

### *Equality & Diversity*

The organisation is committed to achieving equality of opportunity for all staff and for those who access services. You must work in accordance with equal opportunity policies/procedures and promote the equality and diversity agenda of the organisation.

### *Health & Safety*

The organisation recognises its duties under the Health and Safety at Work Act 1974 to ensure, as far as it is reasonably practical, the Health, Safety and Welfare at Work of all its employees and, in addition, the business of the organisation shall be conducted so as to ensure that all individuals having access to organisational premises and facilities are not exposed to risk to their health and safety. All staff under contract will be expected to comply with all appropriate Health and Safety policies and ensure all statutory and mandatory training is up to date.

### *Risk Management*

All staff will follow risk management policies and procedures at all times. All staff are personally responsible for risk management issues in respect of yourself and colleagues. If you identify a potential hazard you should report it to your manager / supervisor at once using the organisational incident reporting process. If in doubt you should speak to your manager for guidance.

All staff have a responsibility to report all clinical and non-clinical accidents or incidents promptly and when requested, to co-operate with any investigation undertaken. All staff must use the safety equipment provided, and report any defects to their manager. You must attend risk management training as directed by your manager.

If you are a manager or have line management responsibilities for staff, a department or area of work, you are responsible for the risk management issues in that area. In conjunction with risk management you will ensure that there is an annual risk management audit in your area, risks are identified on the local risk register and that where necessary, an action plan eradicating risks is drawn up and implemented.

### *Protection of Children and Vulnerable Adults*

All employees have a duty for safeguarding and promoting the welfare of children and vulnerable adults. Staff must be aware of the organisational procedure for raising concerns about the welfare of anyone with whom they have contact. The organisation believes that it is always unacceptable for a child, young person or vulnerable adult to experience abuse of any kind and recognises its responsibility to safeguard the welfare of all, by a commitment to practice which protects them.

### *Clinical Governance*

The ICB promotes an open, learning culture ensuring appropriate governance systems and processes are in place to support and develop this culture. The post holder is responsible for ensuring that they are aware and compliant with the ICB's policies and procedures that govern their work; and if something goes wrong, they have an obligation to report it so lessons can be learned from mistakes, incidents and complaints.

If any member of staff has concerns on any clinical governance matters, they should raise them with their line manager, professional adviser, or a senior member of management.

### *Infection Prevention and Control*

The organisation is committed to reducing Healthcare Associated Infection. All employees are expected to comply with Infection Prevention and Control Strategies. All organisation staff are responsible for protecting themselves and others against infection risks and ensuring a clean safe environment is maintained. All staff regardless of whether clinical or not are expected to comply with current infection control policies and procedures and to report any problems with regard to this to their managers. All staff undertaking patient care activities must attend infection control training and updates as required by the organisation.

### *Policies and Procedures*

Employees are expected to follow organisational policies, procedures and guidance as well as professional standards and guidelines. Copies of policies can be accessed via the staff intranet or external website or via your manager. The organisation operates a policy which promotes a smoke free environment.

### *Appraisal and Personal Development*

The organisation is committed to lifelong learning for all staff and has put in place an appraisal and development infrastructure.

All employees have a responsibility to participate in an annual appraisal with their line manager and to identify performance standards for the post. As part of the appraisal process employees have a joint

responsibility with their line manager to identify any learning development needs in order to meet the agreed performance standards.

### *Information Governance*

It is a contractual requirement for the post holder to ensure that as a minimum they acquire the necessary skills to implement good practice in all matters relating to information governance and in particular data which can be attributed to an individual.

The post holder must adhere to information governance policies and procedures including the Data Protection Act, Caldicott principles, NHS Code of Confidentiality, Records Management, NHS Code of Practice Parts 1 and 2

Managers have a responsibility to ensure that their staff are equipped with the necessary tools to use in the implementation of information governance.

### *Records Management*

The post holder has a responsibility to adhere to the standards defined within policies in the creation, use, closure, retention, and disposal of records. The types of record held may consist of patient or staff records, administrative records, photographs, microfiche, audio and tapes, e-mails, electronic and scanned records and text messages.

### *Data Quality*

The organisation is committed to producing relevant and reliable data and information to support decision making, manage performance and provide evidence to demonstrate compliance with CQC standards. The post holder is responsible for ensuring any data and information recorded by the individual complies with the Data Quality Policy.

### *Partnership Working*

The organisation is committed to partnership working and staff involvement, underpinned by the values of openness, trust, staff involvement, development, diversity at work, commitment to modernisation and delivering the highest standards of performance.

### *Equal Opportunities*

The organisation is committed to respect for others (staff and patients), equality of opportunity and diversity in the workplace. All managers and staff must know what is expected of them and are responsible for ensuring that this is delivered in practice in their day to day working lives. The organisation will not tolerate any forms of bullying or harassment in the workplace.

*Financial Instructions*

Budget management and control is an element of each member of staff's job description where they are designated as being budget holders. The post holder must comply with the Financial Standing Orders, Standing Financial Instructions and Scheme of Delegation as appropriate to this role.